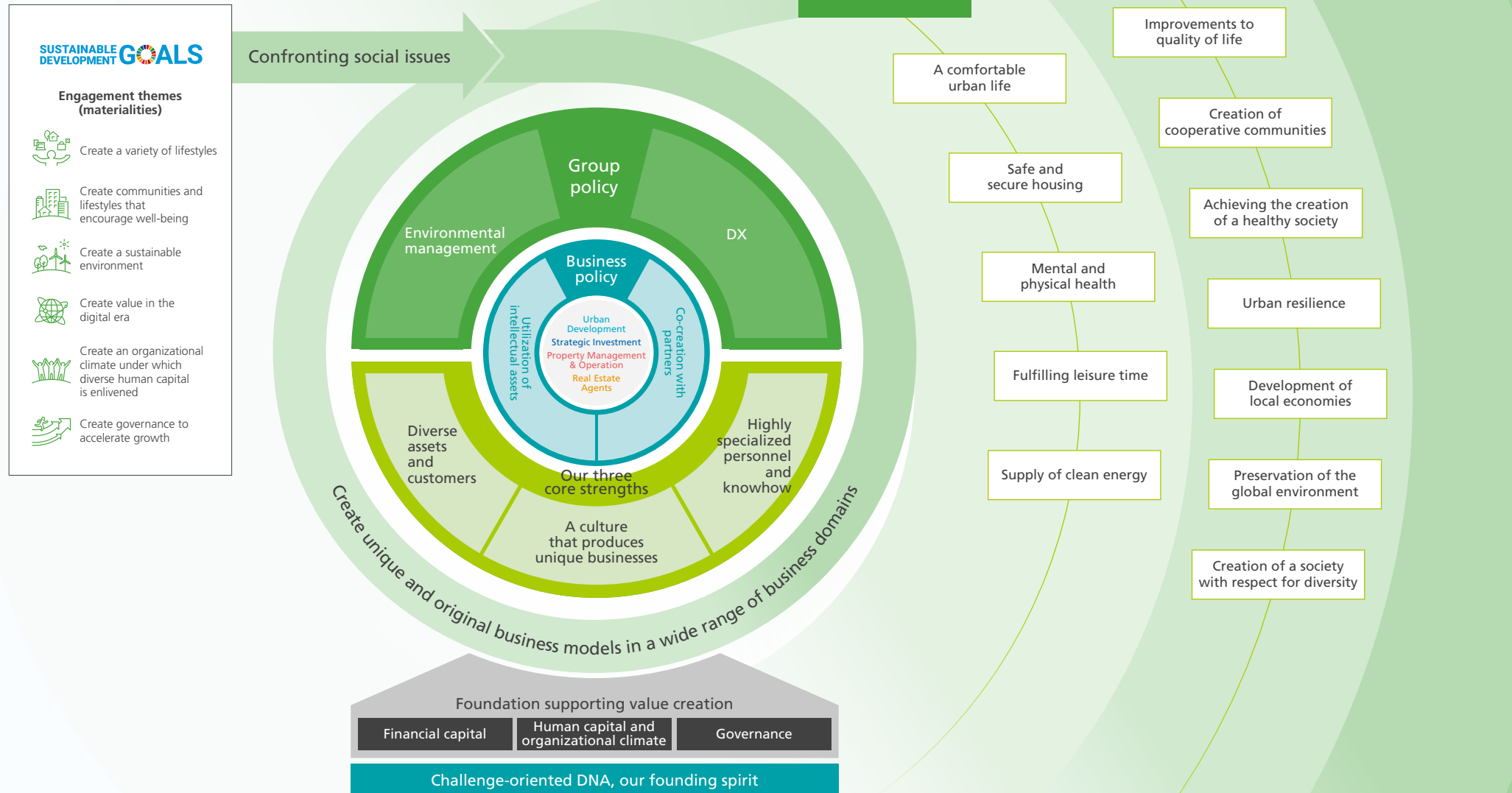


Create Value for the Future

We create unique and original business models by confronting social issues and aim to realize a sustainable society alongside sustainable growth for the Group by providing diverse value to stakeholders.



Our Ideal Vision Process for Value Creation

Value Provided to Stakeholders

We will enhance the satisfaction of all stakeholders and realize a better future by creating diverse value for customers and society through our business.



Our ideal vision
Create value for the future

Increasing satisfaction for all stakeholders



Corporate value = Sum total of the levels of satisfaction of all of our stakeholders

We will work to enhance corporate value by expanding the scope of the satisfaction we provide all stakeholders

Increasing corporate value by encouraging thorough dialogue

We believe that corporate value is the sum total of the levels of satisfaction of all of our stakeholders, so we are working to raise stakeholder satisfaction.

We are looking to make improvements and create new value by engaging in thorough dialogue through our business activities, so that we can fulfill our responsibilities to each stakeholder and foster the sustainable society of the future.

Customers

Always coming face-to-face with customers, we will provide value that will ensure that we continue to be chosen by them

We take a fully customer-oriented approach to carrying out business activities with sincerity and providing safe and reliable products and services. Tokyu Cosmos Members Club* has approximately 140,000 members. The club's various services provide opportunities to interact with members on a daily basis and we encourage members to renew their membership by offering additional perks with purchases. Other initiatives include conducting questionnaire surveys during sales activities, issuing a free newspaper to office building tenants, and carrying out environmental awareness raising activities such as encouraging electricity and water saving.



An event for Tokyu Cosmos Members Club members featuring a performance of the famous opera Madama Butterfly with insight from stage director Amon Miyamoto, held on July 4, 2024 (15 pairs of tickets were issued)

Local communities

We will contribute to a sustainable society by initiatives to coexist with communities and revitalize them

We are working to contribute to the realization of a sustainable society by fulfilling our social responsibilities in a way that provides public benefit, including revitalizing regions and fostering abundant environments through our business activities. In addition to engaging in area management activities, such as conducting cleaning events and disaster preparation training, participating in festivals, and dispatching instructors for special lessons at elementary schools, we also attend local council meetings and work to solve local issues. In this way, we are contributing to raising the value of and creating economic benefits for each area.



Employees from Tokyu Land Corporation participate in the Shiba Daijingu Daradara Festival as members of Takeshiba Area Management (photo: Susumu Yoshioka)

*A membership program operated by the Group, comprising customers who have purchased products and used services.

Group employees

We develop human capital who can tackle challenges and create workstyle environments where Group employees can work actively

We are working to make our workplaces employee-friendly and satisfying under our Group human capital strategy by fostering an organizational culture that enables diverse human capital to thrive and each employee to fully demonstrate their individual capabilities. We carry out monitoring, including regular worker engagement surveys, to ensure workplaces are psychologically safe and we also work to foster innovative organizational cultures and work environments where everyone can work actively. This is achieved through initiatives that include providing e-learning programs and seminars covering compliance and diversity, equity, and inclusion (DE&I) and setting KPI targets for matters related to physical and mental health.



A networking event including a lecture from Keiko Hamada held in September 2023

Shareholders and investors

We will maximize shareholder value through sustainable growth

We are working to raise shareholder value and fulfill the expectations of shareholders and investors. Our president, officers, and employees responsible for IR activities conduct individual meetings with shareholders and investors and we also regularly hold financial results presentations for institutional investors and analysts and briefings for individual investors. We have also set engagement with shareholders and investors as a KPI to encourage dialogue. Our target for fiscal 2025 is at least 290 cases of engagement and in fiscal 2023 we achieved 325 cases, fulfilling the target ahead of schedule. Furthermore, we regularly present reports on the opinions and concerns we receive through this engagement at meetings attended by senior management members, so that they can be used to improve management in a way that leads to the medium- to long-term growth of corporate value.

Business partners

We will create value in partnerships and aim to achieve growth together with our partners

We collaborate with business partners in order to achieve mutual growth and enhanced corporate value. We engage with these partners through our business activities, including holding joint safety events with partner companies, informing suppliers of our sustainable procurement policies, and conducting exchanges of information concerning social issues such as human rights and the environment.



An engagement event with Toda Corporation

Future society

We aspire to pass on to future generations a world full of hope with a rich environment

everyone can be themselves and shine vigorously for the benefit of the next generation and beyond. We strive to engage with the generations that will shoulder the sustainable growth of the Group and society in the future. This includes the implementation of measures by each Group company to support young employees, as well as the provision of career development support for students through the National Students Information Center, and support for environmental education in the regions where we do business.



Presenting the environmental initiatives being carried out at TENOHA Daikanyama to elementary school students from Shibuya-ku